



BEAR RIVER MENTAL HEALTH
SERVICES, INC.

MENTAL HEALTH CENTER DIRECTORY

Logan Outpatient Clinic
90 East 200 North
Logan, Utah 84321
435-752-0750

Adult 24 hr Residential Facility
1115 N. Main
Logan, Utah 84321
435-753-7053

Bear River Clubhouse
88 West 1000 North
Logan, Utah 84321
435-753-2080

Brigham City Outpatient Clinic
95 South 663 West
Brigham City, Utah 84302
435-734-9449

Brigham City Clubhouse
625 South 300 East
Brigham City, Utah 84302
435-723-3176

Tremonton Outpatient Office
125 South 100 West
Tremonton, Utah 84337
435-257-0121

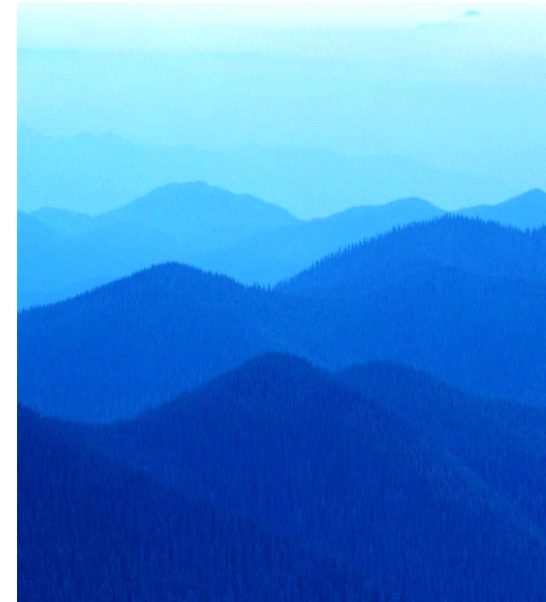
Randolph Outpatient Office
275 North Main
Randolph, Utah 84064
435-946-8760

Garden City Outpatient Office
82 North Bear Lake Blvd.
Garden City, Utah 84028
435-946-8760

BEAR RIVER MENTAL HEALTH SERVICES, INC.

MEDICAID MEMBER HANDBOOK

*A Consumer guide to Medicaid Mental Health Services
for Cache, Rich, and Box Elder Counties*



This handbook will help explain:

*What benefits are available under the Medicaid Prepaid
Mental Health Plan at Bear River Mental Health.*

*How you can access mental health services, including what
to do in an emergency.*

What your rights are under the Medicaid program.

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request a Medicaid fair hearing. The letter will tell you how and when to request this hearing. We will also give you a request form to send to Medicaid. You **MUST** ask for a Medicaid fair hearing in writing. If you want, you may bring an attorney with you to the hearing.

WHAT IF I HAVE A COMPLAINT?

If you have a complaint about anything other than an action, this is called a grievance. We would ask that you first take your complaint directly to the individuals involved. If this does not resolve your concern, you may contact the appropriate adult or children's service director at 435-752-0750.

HOW DO I FILE A GRIEVANCE?

You, your legally authorized representative, or your provider may file a grievance. You may talk to us directly or you may send your grievance in writing to Dr. Mick Pattinson, President/CEO, 90 East 200 North, Logan, Utah 84321. You may also call Medicaid anytime at 1-800-662-9651 or 538-6155.

WHEN WILL THE CENTER TELL ME THE DECISION ON MY GRIEVANCE?

Bear River Mental Health will give you a decision within 45 calendar days after we get your grievance. We will either talk to you about our decision, or we will send you a letter. If you gave us your grievance in writing, we will always send you a letter back.

WHAT IF I WANT TO KNOW MORE ABOUT HOW THE CENTER OPERATES?

If you ask, we will give you more information on: how we choose providers and what is required of them, our grievance system and our confidentiality policies. We will also give you a copy of our preferred practice guidelines if you ask.

WHAT IS AN APPEAL?

An appeal is your request to have us look at the action again to see if we made the best decision.

WHO MAY FILE AN APPEAL?

You, your legally authorized representative, or your provider may file an appeal. We'll also include an appeal form with your notice of action letter.

WHEN DOES AN APPEAL HAVE TO BE FILED?

Your Notice of Action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In some situations, you must let us know within 10 days and in other situations, within 30 days of the date on the Notice of Action letter. We will let you know which time period fits your situation.

WHEN CAN I EXPECT A DECISION ON MY APPEAL?

Usually, we will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know. When you, your provider, or we think it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.

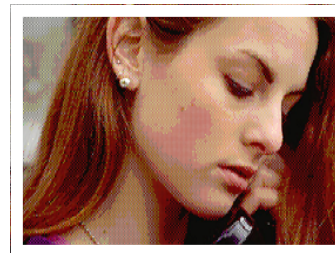
WHAT MAY I DO IF I AM UNHAPPY WITH THE APPEAL DECISION?

If you are unhappy with our decision, or we cannot make a decision on your appeal as soon as Medicaid wants us to, you, your legally authorized representative, or your provider may ask for a hearing with Medicaid. In these situations, we will tell you in a letter that you may

DEAR MEDICAID MEMBER

The decision to seek mental health treatment is not always an easy one. Often this decision occurs at a time when life is especially stressful. Bear River Mental Health understands and is sensitive to this difficulty, and we want to reassure you that we are here to help.

You have the right to request and obtain the information in this



handbook at least once a year. The information contained in this handbook will provide answers to questions important in making your experience with us a positive one. Please read the handbook carefully. If you have further questions, don't hesitate to call as we may be able to provide you with additional

information or help explain anything that might seem unclear. Our office locations and phone numbers are located on the back of this handbook.

ABOUT BEAR RIVER MENTAL HEALTH AND MEDICAID

When you are on Medicaid, you are part of the Prepaid Mental Health Plan. As long as you live in either Cache, Rich, or Box Elder counties, and your Medicaid card says Bear River Mental Health, you must get your mental health care through or approved by Bear River Mental Health. Although you cannot choose a different mental health plan, you may choose a non-Bear River Mental Health provider as discussed on page 12.

As a Medicaid provider, our professional service staff offer a wide variety of mental health services to meet the needs of children, adolescents, adults, and families.

WHAT SERVICES DOES THE MENTAL HEALTH CENTER PROVIDE?

Bear River Mental Health provides:

Inpatient psychiatric hospital services and outpatient mental health services, including:

- Evaluations;
- psychological testing;
- individual, family, and group therapy;
- individual and group behavioral services;
These services include education and training in coping with anger, stress, and conflict.
- medication management;
- individual skills training and development;
These services assist both children and adults to gain competence in basic living, personal care, money management, and interpersonal skills.
- psychosocial rehabilitation services, or day-treatment;
The Center offers an adult day program called the "Clubhouse". This service provides group skills training as well as a transitional employment program.
- case management services;
These services are offered to both children and adults and provide activities that coordinate, monitor, assess, and link clients to other community services and resources. This may include help in getting housing, medical services, and social security benefits.
- transportation services;
- Residential services;
The Center has an adult group home which provides temporary housing for seriously mentally ill clients who need intensive daily living support.



The above services are provided by professional and paraprofessional mental health staff including doctors, nurses, psychologists, social workers, and case managers.

WHEN WILL THE CENTER TELL ME THE DECISION ABOUT SEEING A THERAPIST OUTSIDE OF BEAR RIVER MENTAL HEALTH?

Usually, we will make a decision on your request to see a non-Center therapist within 14 calendar days, although sometimes we will need more time to make a decision. We will let you know about this in writing and tell you that you may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for some reason. If so, please let us know.

If you, your therapist, or our administrative staff think it's important to make a decision quickly, we will do so, generally in three working days. We will give you our decision about your request in writing, and we will contact the therapist as well.



WHAT IS AN ACTION?

An "action" is when Bear River Mental Health:

- denies (turns down) or approves fewer services than you wanted;
- decreases the number of services or ends a service we had previously approved. (If you agree with the change in your treatment, it is not an action. It is only an action if you tell us you don't want the change.);
- denies payment for a service that you might have to pay for;
- does not provide an intake appointment within the required amount of time, and you are unhappy with this; or
- does not settle an appeal or grievance you have filed with us as soon as we are supposed to.

When an action occurs, we will send you a letter called a Notice of Action. You may appeal the action.

HOW DO I GET MENTAL HEALTH CARE IN A HOSPITAL?

Inpatient hospital care is called post-stabilization services. Bear River Mental Health must pre-approve inpatient hospital care. Bear River Mental Health primarily uses Logan Regional Hospital for inpatient hospital care, although you may receive inpatient hospital care elsewhere if it is approved.

HOW DO I GET MENTAL HEALTH CARE IN A HOSPITAL OUT OF THE AREA?

If a hospital located out of Cache, Rich, or Box Elder county treats your emergency and wants to admit you, the hospital MUST call us for approval. We may have you stay at that hospital or we may transfer you to Logan Regional or another Hospital. It's important to let the hospital know that Bear River Mental Health is your Medicaid mental health provider. They may call us at 435-752-0750 if they want to admit you.

MAY I GET MENTAL HEALTH SERVICES FROM A THERAPIST OUTSIDE OF BEAR RIVER MENTAL HEALTH?

In special situations, you may go to a therapist outside of Bear River Mental Health, however, you and the therapist must get approval before these services are provided. You may call 435-752-0750 and talk with the Director of Adult or Children's Services about your request. Remember, Bear River Mental Health is the only mental health agency that can approve mental health services if you live in Cache, Rich, or Box Elder counties and you may have to pay for services that we have not approved.

WHAT SERVICES ARE NOT COVERED BY THE MENTAL HEALTH CENTER?

Medical or dental care, substance abuse treatment, and court ordered evaluations for example, are not covered under the Prepaid Mental Health Plan. Also, mental health services that are considered medically unnecessary are not covered. If you have questions about whether or not a service is covered, call us at 435-752-0750, or you may call Medicaid at 1-800-662-9651.

MAY I CHOOSE MY MENTAL HEALTH THERAPIST?

Yes, your wishes to see a specific therapist will be given serious consideration when we make assignments for admission to our services. Once admitted to services, if you wish to change therapist, you have the right to do so.

HOW MAY I GET HELP WITH TRANSPORTATION TO THE MENTAL HEALTH CENTER?

If you do not have your own transportation to and from your mental health appointments, call your local Department of Workforce Services at 435-787-3500. They can help you get a UTA bus pass. In Cache valley, a limited bus service is available through the Logan Transit District and the Cache Valley Transit District. If a bus service is not available in your area, or you can't use the bus for some reason, and you do not have a personal means of transportation or someone who can help you get to your appointment, call (435) 752-0750 (Logan) or (435) 734-9449 (Brigham City) and ask for help with transportation, or talk to your therapist.

WHAT IF MY ENGLISH IS NOT VERY GOOD OR I AM HARD OF HEARING?

We know that it may be hard to talk with your therapist if your first language is not English or you are hard of hearing. We may have therapists who speak or sign your language. You may ask to get services from them, or you may ask for an interpreter. Interpreters are free and available in all languages, including sign language. An interpreter can help you over the phone and go with you to your appointments. They will help you talk with your therapist. To ask for an interpreter or a therapist who can speak or sign your language, call the mental health center office nearest you.

If you are hard of hearing, a telephone relay service can be reached by calling Relay Utah at: 711. If your difficulty is speech related, call 1-888-346-5822 and a specially trained person will assist you. These services are free of charge unless you are calling long distance.

QUE PASA SI MI INGLES NO ES MUY BUENO O ES MUY DIFICIL PARA MI EL ESCUCHAR?

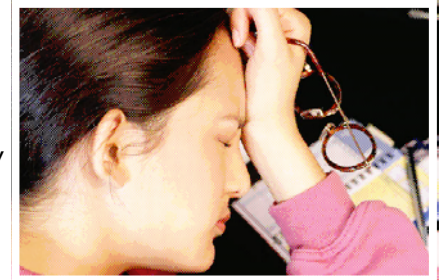
Entendemos que debe ser muy difícil hablar con su Terapeuta, si su idioma no es el inglés o si usted tiene alguna dificultad al oír. Usted puede pedir a un intérprete, para que se le traduzca en su idioma natal, si este no fuese el inglés; Incluyendo el lenguaje a señas. El intérprete puede ayudarlo a través del teléfono y también el ir con Ud. a sus citas o sesiones. El intérprete le ayudará a traducir y entender lo que el Terapeuta dice. Para pedir un intérprete, llame a la clínica de su localidad o hable con su Terapeuta.



WHAT IS A MENTAL HEALTH EMERGENCY AND HOW DO I GET EMERGENCY CARE?

If you feel that your thoughts or behavior are out of control, or that you may harm yourself or others, this may be an emergency. Emergency mental health services are those services given to treat and stabilize an emergency condition. Bear River Mental Health has 24-hour emergency services available seven days a week. You may call the clinic located nearest you at any time day or night to talk with a crisis worker.

Also, day or night, you may go to any hospital emergency room (even if you are out of Bear River Mental Health's geographical area) or qualified provider for emergency care. You do not have to get pre-approval for emergency care. Upon arriving at the hospital or provider office, show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Bear River Mental Health is your provider. Have the emergency provider call and tell us about the care they gave you.



WILL I HAVE TO PAY FOR EMERGENCY CARE?

No. You do not have to pay for emergency care even if you get emergency care out of the area. If it is necessary to use an ambulance to get to emergency care, Medicaid will pay the ambulance company.

HOW DO I ASK FOR MENTAL HEALTH SERVICES?

You can make an appointment with the clinic nearest your home (see locations and telephone numbers on the back of this handbook). If you need services in the evenings, let us know when you call as some services may be available in the evenings. If you need emergency care, you will be seen right away (see section on emergency services). We will give you urgent care for other conditions that need quick attention, but are not considered emergencies. If you need urgent care, we will see you within five working days. If your needs are not urgent, we will see you within 15 working days. If your situation changes, and you think you need to be seen sooner, be sure to call us to talk about your needs again.

WHERE DO I GO FOR MENTAL HEALTH SERVICES?



Bear River Mental Health has clinic locations in Logan, Brigham City, Tremonton, Randolph, and Garden City. Addresses and phone numbers are located on the back of this handbook. Specific services and programs provided by Bear River Mental Health have been explained in the previous section about mental health services listed on page 4.

MAY I GET THIS BOOKLET IN ANOTHER LANGUAGE OR FORMAT?

No. We do not have this booklet in languages other than English. However, we do have this booklet on audio tape or compact disk (CD). To get a copy of this handbook on audio tape or CD, call either the Logan or Brigham City offices at 435-752-0750 or 435-734-9449.

ES POSIBLE OBTENER ESTE FOLLETO EN UN IDIOMA O FORMATO DIFERENTE?



No, no es posible. Desgraciadamente no tenemos este folleto en otro idioma. Sin embargo, si tenemos este folleto en cassette o disco compacto (CD). Para obtener una copia de este folleto en cassette o CD, por favor, llame a la clinica de su localidad; ya sea en Logan o en Brigham City a los teléfonos: 435-752-0750 or 435-734-9449.



WHAT ARE MY RIGHTS AS A MENTAL HEALTH CLIENT?

As a client at Bear River Mental Health, you have the right to get mental health care regardless of your race, color, national origin, disability (mental or physical), sex, religion, or age. If you feel you have been treated unfairly or discriminated against for any reason, you may contact the Director of Support Services at 435-752-0750, the Medicaid Constituent Services at 1-877-291-5583, or the federal Office for Civil Rights at 1-800-368-1019, and 1-800-537-7697 (TDD). In addition, you have the right to:

- Get information on the Prepaid Mental Health Plan;
- have your privacy protected;
- be treated with respect and dignity;
- get information on all treatment options;
- take part in treatment decisions regarding your mental health care, including the right to refuse treatment;
- be free from restraint or seclusion, if it is used to coerce (force), discipline or is used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion;
- make a written request to get a copy of your medical record, and if appropriate, to ask that it be amended or corrected, as specified in 45 CFR part 164, Subpart E, section 164. 524 and 526;
- get mental health services according to Bear River Mental Health's access and quality standards.

WHAT ARE MY RESPONSIBILITIES AS A MENTAL HEALTH CLIENT?

As an active participant in your mental health treatment and in order to help make our services as effective and efficient as possible. Please remember to:

- keep your scheduled appointments;
- cancel at least 24 hours in advance if for some reason you cannot make an appointment;
- tell your Medicaid eligibility worker and our staff of any changes in your address, phone number, or insurance;
- closely follow all treatment instructions;
- take all medications only as prescribed;
- actively participate in your treatment plan and care;
- tell medical staff of all medications you are currently taking;
- respect the property and privacy of staff and other clients; and
- notify your treatment coordinator if you decide to stop getting services.

WHAT IF I AM ILL AND CAN'T MAKE MENTAL HEALTH TREATMENT DECISIONS?

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a "Declaration for Mental Health Treatment." This will tell us, in writing, what treatment choices you want made if you are unable to make decisions later. Your declaration is effective only if you and two other adult witnesses sign it. If you want more information please speak with your therapist or case manager who will be happy to assist you.

WILL I EVER HAVE TO PAY FOR MENTAL HEALTH SERVICES?

Yes, but only if it is not an emergency service. You may have to pay for services if:

- You get a service that is not covered by the Prepaid Mental Health Plan.
- You get a service that is not pre-approved by Bear River Mental Health (If either of the above occurs, the provider might ask you to pay for the service. You should only be billed if you signed, in writing, that you would pay for the service, before you got the service).
- You ask for and keep getting mental health services during an appeal with Bear River Mental Health, or during a Medicaid fair hearing. You may only have to pay for these services if the appeal or Medicaid fair hearing decision is not in your favor.
- You are not on Medicaid when you get the service.

